**Pankul Gupta**

**Sr Salesforce Developer/Administrator**

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**Summary:**

* Over **6 years** of experience including **Salesforce, Siebel, OBIEE and ODI**.
* Worked as **Salesforce Administrator and Developer, Siebel Administration**, Requirements

Gathering/Analysis - **Siebel 8.x, OBIEE Administration, ODI Administration – 8.x** and above.

* Excellent debugging skills, good working knowledge of assessment, support and implementation of

**Salesforce and Siebel** projects and Team Management.

* Highly dependable individual adaptable to both independent and team assignments in structured as

well as in unstructured environment.

* Exceptional focus and follow-through abilities, innovative thinking, creative and meticulous.
* Self-motivated and inquisitive problem solver.
* Good Communication skills.

**Achievements and Certifications:**

* Assimilator of the **Quarter Award in the 3rd Quarter of 2016 in Cognizant.**
* Monthly Star of AVM award in July 2017 in Cognizant.
* **Salesforce Developer 401, Salesforce Administrator 201, Salesforce Platform Developer I certified**.
* **Salesforce Einstein Analytics and Discovery Consultant, Salesforce Service Cloud Certified.**
* Apttus CPQ 201, Apttus CLM 201, Apttus X-Author for Excel certified.
* Copado Certified Administrator.

**Technical Skills:**

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| **Operating System** | Windows, UNIX, LINUX, AWS |
| **Scripting Language** | UNIX Shell Scripting, Python Scripting |
| **Languages/Utilities** | Oracle SQl, C, C++ |
| **RDBMS** | Oracle 11g/10g |
| **Tools** | Toad, SQL Developer, Data Loader, SOQL, Splunk, Thousand Eyes,  Wavefront, Qualtrics. |
| **CRM Tools** | SFDC, Salesforce Siebel 8.x versions and IP2016 |
| **Reporting Tools** | OBIEE 11g, Service Now, Dynamics CRM |
| **OLAP Tools** | Oracle Business Intelligence Enterprise Edition(OBIEE 11g) |
| **ELT Tools** | Oracle Data Integrator 11g, Informatica On Cloud |

**PROFESSIONAL EXPERIENCE:**

**Persistent Systems, Bangalore, India Jan 2019 to Till Date**

**Sr Salesforce Developer/Administrator**

**Responsibilities:**

* Worked as enhancement developer and team member, performed the roles of **Salesforce Developer and Administrator**in the organization.
* Handled both **B2B and B2C businesses across Salesforce** instances for a user base of more than 10,000 users.
* Implemented **Service Cloud in the Salesforce Org, worked on enabling Omni-Channel.**
* Developed various **Custom Objects, Page Layouts, Apex Classes, Triggers, VF Pages and other metadata** types for various Business requirements.
* Worked on External Integrations of third party systems with Salesforce. Deployed code using ChangeSets across **Salesforce Instances.**
* Managed day-to-day demands of resolving production issues, user training, security, user setup, building reports and dashboards.
* Involved in **Data Migration and Data Sync between Siebel and Salesforce** via Data Loader and Informatica on Cloud.
* Worked on Service-Now as the ticketing tool and do ticketing analysis with Reports and Dashboards in Service Now.
* Worked on Qualtrics to built Surveys and implement those Surveys in **Salesforce** as part of Outbound Messages.
* Worked on **JIRA for tracking** the Enhancements and implementations.
* Functional and Technical Documentation in Confluence.
* Used other Troubleshooting tools as well for monitoring of logs like Splunk, Thousand Eyes, Wavefront and Splunk Integration with salesforce to log **Salesforce logs in Splunk**.
* Interacted with Salesforce Support Team on a regular basis for many critical Production Incidents and other Technical Queries.
* Knowledge on Implementation of **Salesforce** Communities.

**APTTUS Software Pvt. Ltd, Bangalore, India April 2018 to Jan 2019**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Worked as **Salesforce** Consultant as part of Managed Services Team doing the implementation of **CPQ** and CLM modules of **Apttus on Customer Salesforce Orgs.**
* Analyzing the issues on the Apttus Products being raised by Partners and customers and provide the resolutions.
* Understanding the **Business requirements and detailed Solution Definition.**
* Implementation of end-to-end **CPQ Process** on the Customer Orgs.
* Designed **CLM Templates** and included them in the Contract Lifecycle Process in **Salesforce** on various Objects as per business requirements.
* Customized logic using **Apex Triggers, Apex Classes, Visualforce Pages and Lightning Components.**
* Experienced using **Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.**
* Worked on the **Microsoft Dynamic CRM being used as a Ticketing Tool** to have the track of the Support Tickets.
* Involved in all the weekly meetings with the **Premier Plus Accounts of Apttus Customers**.
* Developed various **Custom Objects, Page Layouts, Apex Classes, Triggers, VF Pages** and other metadata types for various Business requirements.
* Worked on External Integrations of third party systems with Salesforce. Deployed code using ChangeSets across Salesforce Instances.
* Worked on Building X-Author for Excel Apps for migrating data across Salesforce Instances.
* Managed day-to-day demands of resolving production issues, user training, security, user setup, building reports and dashboards.
* Worked on JIRA for tracking the Enhancements and implementations.
* Functional and Technical Documentation in Confluence.
* Interacted with Salesforce Support Team on a regular basis for many critical Production Incidents and other Technical Queries.

**Environment:** Salesforce.com, Salesforce, Visual Force, Apex Triggers, Webpages, CRM, Custom Objects, Page Layouts, Triggers, VF Pages

**Cognizant Technology Solutions, Bangalore, India Aug 2016 to Apr 2018**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Worked as a **Salesforce Developer and Administrator** for a Salesforce Instance with a user base of more than 5,000 users.
* Created the **Validation Rules, Approval Process, workflows**
* Designed various Webpages in Visual Force for functional needs within Sales force.
* **Designed and developed** **Apex Triggers** for various functional needs in the application
* Data uploading using **Data loader tool, Deployment into client's environment using Eclipse.**
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in various external applications integrating with **Salesforce.com.**
* Imported data by mapping to business objects in CRM system using Apex data loader and Import/Export wizard.
* Customized **page layouts** for Opportunity, Contacts and Accounts depending upon user Roles and Profiles.
* Implementing new and managing existing **Validation Rules, Assignment Rules and Sharing Rules.**
* Implementing new business logic using **Apex Classes and Triggers.**
* Created new community and activated to make sure users receive an email confirmation to access the community.
* Involved in Deployments across the **Sandboxes and even to Production via Change Sets.**

**Environment:** Salesforce.com, Salesforce CRM, Visual Force, Apex Triggers, Webpages, CRM, Validation Rules, Approval Process, workflows, layouts, Data loader tool, Eclipse

**Cognizant Technology Solutions, Bangalore, India Aug 2014 to Aug 2016**

**Programmer Analyst**

In this project, I worked as a Siebel Admin as well as OBIEE and ODI Admin resource and was handling all the environments including the Production as well for **“CPG Dealer Portal Application”**. I was handling the admin part single handedly and rest of the team members were developers. The main focus of this Project is to make sure system is available all the time functionally and technically to the developers.

**Responsibilities:**

* **End-to-End setup of Siebel servers** that includes all environments (DEV, Test, UAT and Production)
* Worked on various custom components based on requirement. Perform a day-to-day operational support functions within **Siebel including** client, server, User creations, checking logs, Actuate, and administrative duties such as server and application administration.
* Having knowledge in the means of integration of **Oracle BI Publisher and Siebel 8.x**
* Enabled a new language in **Siebel** as per requirement.
* Performing all deployment activities like Repository migrations, **SRF and Non-SRF data changes**, from Dev to the Higher Environments. Automation of scripts for deployment related tasks.
* Performing all the deployment activities related to **OBIEE and ODI.**
* Maintenance of all the **OBIEE servers and also ODI Studio.**
* Migrated and merged **OBIEE Repository and Catalogs.**

**Environment:** Siebel 8.x, OBIEE, Oracle BI Publisher, ODI, OBIEE Repository, ODI Studio, DEV, Test, UAT, Production, custom components, operational support, client, server, User creations, logs Actuate

**Education Details:**

B.Tech. in Electronics and Communications from Shri Mata Vaishno Devi University, Katra, Jammu and Kashmir 2013.